

2162



## PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

The Application of:

William M. RAVEIS, Jr. )  
Serial No.: 09/759,621 )  
Filed: January 11, 2001 )  
For: **STSTEM AND METHOD FOR**  
**MANAGING CUSTOMER**  
**RELATIONSHIPS OVER A**  
**DISTRIBUITED COMPUTER**  
**NETWORK**)

Examiner:

Group Art Unit:

RECEIVED  
APR 30 2001  
Technology Center 2100

Commission for Patents  
Washington, D.C. 20231

**TRANSMITTAL OF**  
**INFORMATION DISCLOSURE STATEMENT**  
**WITHIN THREE MONTHS OF FILING DATE OR**  
**BEFORE MAILING OF FIRST OFFICE ACTION**

Sir:

In accordance with 37 C.F.R. §1.56, the materials listed on the attached form PTO-1449 are being brought to the attention of the Examiner for consideration in connection with the examination of the above-identified patent application.

The filing of this information disclosure statement shall not be construed to be a representation that a search has been conducted, nor shall it be construed as an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in 37 C.F.R. §1.56(b).

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on the date indicated below.

Date: April 10, 2001

Scott D. Wolsey

April 18, 2001

It is respectfully requested that the Examiner return a copy of the attached form PTO-1449 with initials or other appropriate marks indicating consideration of the cited materials.

Respectfully submitted,

\_\_\_\_\_  
Scott D. Wofsy  
Reg. No. 35,413  
Attorneys for Applicant  
CUMMINGS & LOCKWOOD  
Four Stamford Plaza  
P.O. Box 120  
Stamford, CT 06904  
(203) 351-4289

Date: April 18, 2001

.StmLib1:880757.1 04/18/01

RECEIVED  
APR 30 2001  
Technology Center 2100